Emmanuel Jikiemi

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Personal Profile

Experienced Customer Service Advisor with a strong background in procurement, logistics, and business development. Adept at resolving customer inquiries, providing guidance on ongoing journeys with the organisation, and fostering excellent communication with other teams. Proven track record in managing high volumes of inquiries, achieving first-level resolutions, and maintaining meticulous records. Proficient in Microsoft Office Suite, SAP, Oracle, and data analysis. Known for strong problem-solving skills, operational efficiency, and a customer-centric approach.

Key Skills

* Customer Service Excellence
* First-Level Resolution
* Problem-Solving and Analytical Thinking
* Strong Communication and Interpersonal Skills
* Relationship Building and Collaboration
* Documentation and Record-Keeping
* Operational Efficiency
* Business Development and Negotiation

Education

- MA Logistics and Supply Chain Management

  The University of Greenwich | September 2022 – September 2023

  - Key Modules: Procurement and Supply Management, Project Management, Supply Chain and Logistics Management

- Bachelor of Science in Public Administration

  Oduduwa University | November 2016 – April 2021

Certifications

* Google Data Analytics | January 2024
* Member of the Chartered Institute of Procurement & Supply (CIPS) | September 2022
* Investment Risk Management | January 2024
* Business Analysis & Process Management | February 2024
* Fire Safety (Kallidus) | November 2023

Work History

Customer Service Advisor | B&Q

May 2024 - Present

* Acts as the first point of resolution for customer inquiries, providing clear and helpful guidance on ongoing journeys with the organisation.
* Handles inquiries efficiently, resolving issues at first level and escalating complex issues as necessary.
* Achieves consistent customer satisfaction by promptly addressing and resolving inquiries.
* Collaborates effectively with other teams and divisions to ensure seamless customer experiences.

Buying Assistant (secondment role) | B&Q

January 2024 – May 2024

* Assisted with procurement and buying activities, streamlining operations for improved efficiency.
* Managed high volumes of inquiries and implemented successful tender and bid management processes.
* Contributed to achieving 30% reduction in procurement cycle time.

Customer Service Advisor | B&Q

November 2023 - January 2024

* Provided exceptional customer service, addressing and resolving inquiries promptly.
* Improved customer satisfaction by 15% through effective problem-solving and clear communication.
* Managed high volumes of calls and escalated complex issues as needed.

Procurement Officer (internship) | The University of Greenwich

January 2023 – November 2023

* Streamlined procurement operations, reducing procurement cycle time by 20%.
* Managed Tender and Bid processes to secure favourable contracts.
* Conducted market research and successfully negotiated contracts with key suppliers.

Director of Business Development | Jikolat Global Investment

March 2019 – December 2022

* Developed and executed business development strategies, resulting in revenue growth.
* Cultivated strong relationships with stakeholders and secured valuable partnerships.

Customer Service Advisor | Inswitch Logistics

May 2017 – March 2019

* Provided exceptional customer service, resolving inquiries and issues promptly.
* Managed a high volume of calls and escalated complex issues as needed.